SAFETY AND OPERATING

INSTRUCTIONS

2015

Revised 12 January 2015

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1. CONTACTS AND TELEPHONE NUMBERS

To contact a member of Grenville House staff in an emergency or if assistance or advice is needed, contact: -

DURING WORKING HOURS

Athina Savva (Charity Secretary)
Kurt Mockridge (Centre Manager)
Darryll Farley (Deputy Manager)
Rebecca Gulliver (Duty Manager)
Aaron Hunt (Instructor)
Phillip Vreony (Instructor)
Kate Ryley (Instructor)
Stuart Williams (Instructor)
Annie Lowe (Trainee Instructor)
Cheryl Leaman (Head Housekeeper)
Janice Smith (Assistant Housekeeper)
Maureen Overton (Administrator)

OUT OF WORKING HOURS

Kurt Mockridge	07837 838814
Darryll Farley	07737 846678
Rebecca Gulliver	07843 202979
Athina Savva	07971 613057

OTHER CONTACT NUMBERS

Brixham Hospital	01803 882153
Doctors Surgery	01803 855897
Dentist	01803 853980
Brixham Police	0990 777444
Brixham Coastguard	01803 882704
Tourist Office	01803 852861
Berry Head Ranger	01803 882619
Grenville House office	01803 852797
Grenville House pay phone	01803 855077

Fire, Ambulance, Police, Coastguard	999
For Non-emergencies call	*101*

2. STATEMENT OF GENERAL SAFETY POLICY

The Directors/Trustees of the Management Committee of Grenville House Outdoor Education Centre are committed to the principle of providing and maintaining safe working conditions for their employees and a safe environment for those who use the Charity's facilities.

This statement is designed to cover the operation of Grenville House as a residential facility catering for groups of young people with their accompanying staff and the occasional use of Grenville House by adults for meetings and training. It also covers the provision of support services, not involving Grenville House, for young people.

The responsibility for ensuring that the policy is implemented and updated and for the reporting of injuries under the 'Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995' rests with the Trustees and Management Committee with the Charity's Secretary acting on their behalf.

Instructions on the safe operation of Grenville House are contained in the Grenville House Outdoor Education Centre publication 'SAFETY AND OPERATING INSTRUCTIONS'. This specifies the safe working practices, hazards to take into account, emergency procedures, reporting procedures and general notes of guidance for activities undertaken. The responsibility for ensuring that this document is complied with rests with the Centre Manager of Grenville House who is also responsible for ensuring that all statutory requirements and codes of practice are adhered to in the operation of the Centre and the undertaking of outdoor and other activities.

Grenville House is actively committed to reviewing and improving access to both its facilities and activities for disabled students. Where resources allow, improvements will be made according to priorities and needs.

The successful implementation of the Safety Policy is important. This demands the diligent participation of individual staff members and it is a part of their normal duty to draw to the attention of their line manager any hazards or unsafe practices that they observe. If staff members feel that the reports have not been acted upon, they should be further referred in the same manner as a grievance.

The trustees and Management Committee will review the SAFETY POLICY STATEMENT and SAFETY AND OPERATING INSTRUCTIONS on an annual basis at the November meeting of the Committee. The Secretary and Centre Manager will review these documents and, after consultation with other staff members, make recommendations to the Committee for any changes to be made.

3. STATEMENT OF PURPOSE

The Centre supports, develops and promotes the achievement of learning through purposeful and planned outdoor experiences. It believes in the value of challenge and adventure in an outdoor setting. Such activities experienced and reflected upon not only enhance the quality of life of anyone of any age or ability but additionally develop,

- Self-awareness
- Understanding and tolerance of others
- An appreciation and understanding of and responsibility for the diversity of the environment.

Through outdoor experiences, which may encompass: physical; intellectual; social; spiritual; and emotional aspects of personal development people are encouraged to extend themselves and to build values about: inter-personal relationships; the sustainable use of the environment; and their relationship with and responsibilities towards their community and the wider world in which they live and play a part.

The Centre holds that all people are to be valued and encouraged to fulfil their potential, without discrimination on any grounds, but with due consideration for their fears and frailties, their strengths and qualities. The Centre believes that responsibility for: self; for others; and for the environment are outcomes to be desired and striven for in all its work and to this end it aims to increase the recognition, quality and safety of activities and experiences in the outdoors.

4. CODE OF PROFESSIONAL CONDUCT

This Code sets out the standards of behaviour which are agreed to and upheld by the Employees and Trustees of the Centre as they cultivate and promote the special values and importance of outdoor learning experiences.

1. Professional Integrity of the Centre.

- The Centre may be judged by the conduct of its employees and trustees. All Employees and Trustees of the Centre team should conduct themselves in a manner that reflects the Centre's professional values.

- The Centre strives to ensure that equality of opportunity and respect for diversity is manifested and developed in all areas of its work. A full statement of intent and definition can be found in the 'Managing Diversity' policy.

- The Centre has a commitment to promoting care of the environment. A full description of the Centre's commitment can be found in the 'Environmental' Policy.

2. Responsibilities in Professional Relationships.

✓ Employees and Trustees should present themselves as responsible persons and in a manner that inspires confidence and trust. They should have a professional attitude towards other staff and Committee members, agencies, clients, participants, sponsors and the general public.

✓ Employees and Trustees have a duty of care to each participant and should accept their responsibility to protect the dignity, privacy and safety of all those for whom they are responsible. Staff should define and respect the boundaries between personal and working life and never misuse a leadership position whatever the age of the client.

✓ Employees and Trustees should manage the activities for which they are responsible with due regard to participants, client and staff emotional and physical welfare. Where a staff member delegates any activity or welfare responsibilities they should understand that the ultimate responsibility remains with oneself.

✓ Employees and Trustees should safeguard confidential information relating to participants and use discretion when there is a particular need to share essential information with professional colleagues.

✓ Employees and Trustees should respect fellow Employees and Trustees. Public or private reference to the conduct, integrity or quality of service of another Employee and Trustee should be expressed with due care, accepting that there is a clear moral obligation to challenge unprofessional conduct.

3. Professional Standards

- Employees and Trustees should adhere to legal requirements and to commonly accepted current best practice. Employees and Trustees should ensure they remain up to date in legal, professional, technical and safety matters.

- Employees and Trustees should maintain and develop their professional competence, share expertise and good practice with other Employees and Trustees and contribute constructively to relevant debates on professional matters.

- Employees and Trustees should respect the responsibilities of other institutions, associations, agencies and professions that share a common interest in Outdoor Learning.

4. Responsibility for Sustainable Outdoor Practice and Care of the Environment

❖ Employees and Trustees should conserve the natural environment, endorsing the principles of sustainable use and minimum impact.

❖ Employees and Trustees should be sensitive to the impact of their operation on the local community and cultural setting within which they work and minimise any adverse effects.

❖ Employees and Trustees should seek to develop their own, and others', understanding of the environment and the behaviours that can adversely affect it.

5. MANAGING DIVERSITY

Statement of Intent

Grenville House Outdoor Education Centre strives to ensure that equality of opportunity and respect for diversity is manifest and developed in all areas of its work.

The Centre accepts that discrimination, harassment and bullying have no place in outdoor learning and therefore need to be constructively challenged whenever they are displayed.

The Centre will actively seek to enhance the understanding and practice of all employees and trustees with regard to equal opportunity and the management of diversity.

The Centre strives to:

- Conform to the letter and intent of the current legislative requirements.
- Create a culture within the Centre of openness and trust that recognises the diversity and value of individuals.
- Adopt mechanisms for dealing with bullying, harassment and discrimination.
- Adopt and maintain standards of good practice.
- Regularly monitor and review this policy and practice.

The Centre believes that:

- All people should have the opportunity for Outdoor Learning experiences.
- That Outdoor Learning is a lifelong process and should therefore be accessible throughout life.
- Equality of opportunity is not achieved through "one size fits all" but by recognising and meeting the needs of individuals and – by managing their diversity, thus enabling access for all.

Definition of Terms

Managing diversity is the principle that people are valued and treated fairly as individuals for business, social and moral reasons. People from different backgrounds bring fresh ideas and perceptions into the workplace and outdoor learning arena, adding value to our work and the outdoor learning environment.

Managing diversity involves challenging such issues as direct and indirect discrimination, harassment and bullying. These may be on grounds of sex or marital status, pregnancy, racial grounds, or grounds of disability, age, sexual orientation, language or social origin, religious beliefs, political opinions or other personal attributes.

What is Discrimination?

Discrimination is treating a person less favourably because of things such as gender, pregnancy, marital status, disability, ethnic origin or race. It can be either direct or indirect. It is currently illegal to discriminate in the workplace on grounds of sex, race and disability.

Direct discrimination occurs when a person is treated less favourably for a reason unconnected with their ability.

Examples:
* Deciding to offer or not to offer someone the job because of their disability or gender
* Making a decision about who should or should not attend a course because of their ethnic background.
* Dismissing, refusing to promote or withdrawing a job offer because an employee is pregnant.

Indirect discrimination occurs where an unjustifiable requirement or condition is applied which, although in theory applies to everyone, in practice is more difficult for one particular group of people to meet or fulfil.

Examples:
* Insisting that a particular post is linked to a particular office space - if this space happens to be difficult for a wheel chair user to access.

* Setting standards that some potential delegates are less likely to be able to achieve because of their gender, race, disability etc.

Harassment is behaviour the recipient finds unacceptable and unwelcome. It can be verbal, non-verbal, or physical.

Examples:
* Sexual Harassment may be directed at both men and women. It is any unwelcome and/or unwanted comments, looks, actions, jokes, innuendoes, suggestions, or physical contact of a sexual nature that upsets or offends the recipient.
* Racial Harassment is any unwelcome and/or unwanted comments or behaviours, such as racial mockery, innuendo, abusive language or derogatory remarks based on a person's race, colour or ethnic origin.

Bullying is persistent, offensive, abusive, intimidating, malicious or insulting behaviour, which amounts to an abuse of power or position and leaves the recipient feeling upset, humiliated or vulnerable. Bullying undermines a target's self-confidence and may cause stress.

PROCEDURES

General
The Trustees and Management are responsible for ensuring that the policy is implemented and monitored across the scope of the Centre's work. It is the responsibility of all working for or on behalf of the Centre to work in a fair manner and to constructively challenge discrimination, harassment and bullying. Discrimination, harassment and bullying through electronic or paper media will not be tolerated. This would include racist or sexist remarks, and any other form of harassment. People working for or on behalf of the Centre will be managed in a fair manner. The Trustees and management will seek guidance where necessary to comply with existing legislation, particularly in their dealings with volunteers, clients, trustees and employees in the following areas:

- Recruitment and selection.
- Remuneration.
- Working conditions.
- Development opportunities.

Training and development opportunities in equal opportunities and the management of diversity will be available as required.

The Centre

The Centre strives to value the skills and abilities of all of its employees, trustees and clients and will continue to strive to:
... Embrace the diversity of the client base.
... Provide a broad range of support and channels for communication.
... Challenge stereotypical attitudes including gender, race, culture, age, sexual orientation, ability and geographical location.
... Value all contributions and achievements and create an environment of trust and support
... Encourage and support a variety of interest groups.
... Identify strengths of all involved with the Centre and utilise this resource for the benefit of all.
... Support a wide variety of activities.

The Centre will develop programmes with their clients that are inclusive and in which

differences are celebrated.

Implementation of the policy

All employees and trustees will endeavour to adhere to the policy. The trustees and management will monitor its' implementation and respond appropriately to any highlighted issues.

6. ENVIRONMENTAL SUSTAINIBILITY

Grenville House Outdoor Education Centre promotes an understanding of and responsibility for the Environment and is reflected in the Centre Statement of Purpose and is reflected in the Code of Professional Conduct.

The Centre is fully aware of the conflicts between using a sensitive outdoor environment for study / activity and the preservation of that environment.

The Centre respects the fact that certain employees and trustees may have objectives that relate to access to the countryside but not directly to environmental sustainability. However, employees and trustees must be aware that it is in their interests to preserve the resource on which they depend and thus the following are considered essential.

A. Sustainable Use of the Outdoor Environment

Employees and trustees must:
1. Exercise care and concern for the environment.
2. Avoid using sites, when requested by Land Managers, due to environmental concerns.
3. Monitor locations used for environmental damage.
4. Consider modifying the use of the locations so as to reduce damage.
5. Consider assisting with the repair or maintenance of sites, especially if their work has significantly contributed to that damage.

B. Avoiding Conflict with the local community

Employees and trustees must:
1. Respect the interests of others, especially those who live, work, manage or carry out their recreation in the environment of our work.
2. Comply with bylaws and access agreements.
3. Liaise with landowners, local communities and other organisations over any activities, which may affect them, the land over which they have control, or an interest in.
4. Be sensitive to the potential and actual impact of their operation on an area.
5. Follow the countryside code.

C. Educate participants about the natural environment and local area

Employees and trustees should:

1. Promote awareness and respect for the natural environment.
2. Encourage greater understanding of the natural world and the cultural setting of the surroundings.
3. Educate participants as to the appropriate way to enjoy, explore, move or live in the countryside.

D. Conserving Global resources

Employees and trustees should consider:

1. Reducing their use of global resources.
2. Recycling waste products.
3. Using materials from sustainable sources and recycled materials.
4. Using environmentally efficient equipment.

7. A) GENERAL OPERATING AND SAFETY POLICY

Grenville House provides a facility for the use of young people under the guidance of both their accompanying staff and Grenville House staff. Responsibility for the overall safety, well-being and behaviour of groups rests with the accompanying staff. Grenville House staff are responsible for ensuring that the facilities provided and the activities organised by Grenville House, as well as the areas of operation, meet rigorous safety standards. The requirements and recommendations contained in the 'Outdoor Education, Visits and off-site activities' - Health and Safety Policy for Devon County Council and Torbay Council Establishments, 2008, including supplements, form the basis of standards normally acceptable at Grenville House. It is recognised that a number of other responsible national and county organisations accept and recommend different safety requirements. Any decision relating to the acceptance of different safety requirements rests entirely with the Grenville House Centre Manager.

Grenville House staff also have an over-riding authority to reach a decision to abandon any activities on the water or the land under adverse weather conditions or other circumstances that affect safety.

Grenville House does not accept responsibility for any equipment provided by visiting groups or third parties that is used by visiting groups.

The approach to providing a safe operating environment is based on the following considerations: -

a) That, where appropriate, operation of outdoor activities is in accordance with the terms of the Licence issued by the 'Adventure Activities Licensing Service'.

b) Sailing, power and other craft with associated equipment are in safe working order and meet with the standards published by the RYA and BCU. Equipment used for caving, abseiling and other land based activities is in good order, inspected before use and meets standards set by the National Caving Association, British Mountaineering Council, and UIAA and other appropriate bodies governing the activities undertaken.

c) Weatherproof clothing, wetsuits, buoyancy aids and protective clothing are provided as are required and are in good order and appropriate to the activity.

d) Instruction and briefings are given to give details of the hazards of activities and of safety measures to be taken.

e) For all activities completion times and estimated times of arrival at Grenville House will be agreed and the Centre Manager or Duty Manager will ensure that appropriate action is initiated if groups are overdue. All group movement details will be recorded on a whiteboard in the main entrance hall in order to assist in monitoring activity session completion times.

f) All aspects of domestic health and safety are monitored and fire protection equipment, meeting the requirements of the Regulatory Reform (Fire Safety) Order 2005, is maintained to a high standard.

N.B. In this document the terms 'accompanying staff' and 'group leader' refer only to staff or leaders who are directly linked to the visiting group and do not come under the direct control of Grenville House.

The term 'Grenville House staff' refers to staff who are employed or contracted by Grenville House to manage, organise or otherwise be responsible for the operation of Grenville House and the activities organised from there.

The term 'instructor' refers to staff, whether from Grenville House or from the visiting group, who have responsibility for the safe and effective conduct of a specific activity for a set period of time.

B) DISABILITY STATEMENT

The physical layout of the site and buildings limit access and Grenville House is actively committed to reviewing and improving access to both its facilities and activities for disabled students. Where resources allow, improvements will be made according to priorities and needs.

Every effort is made to enable inclusion for students with disabilities where appropriate provision can be made. Staff training covers aspects specific to students with disabilities and aims to increase awareness of the difficulties experienced by students with disabilities. An emphasis on adaptation of teaching styles and the need for increased flexibility of approach is continually being developed.

C) CHILD PROTECTION POLICY

1. Policy statement

The GHOEC Policy Statement on Child Protection is as follows:

The child's welfare is paramount

All children whatever their age, culture, disability, gender, language, racial origin, religious belief and/or sexual identity, have the right to protection from abuse

All suspicions and allegations of inappropriate behaviour will be taken seriously and responded to swiftly and appropriately

As defined in the Children Act 1989, anyone under the age of 18 years should be considered as a child for the purposes of this document.

2. Application

Prior to commencing employment at Grenville House all staff are made fully aware of the centre's Child Protection Policy.

Particular attention is made with respect to the centre specific arrangements including the staff 'Code of Conduct'.

D) IN LOCO PARENTIS

Common law expects people acting 'in loco Parentis' to take the same care as would a reasonable and careful parent. This duty is continuous during any visit or off-site activity and cannot be delegated. The principle of being "in loco Parentis" applies to all young people under the age of 18. Parental consent is therefore required for people under that age."

8. INSURANCE

Grenville House is insured for Public and Employers Liability through Zurich Municipal and for buildings and contents with Ansvar Insurance Co. Ltd. Marine vessels (RIBS) are insured through Navigators and General (Zurich Municipal), and Towergate for the Colvic Yacht. It is important that staff and users understand the extent of this cover and that they take appropriate steps to ensure that they obtain any other cover that might be required, particularly in respect of third party claims, personal accidents and loss of personal possessions.

The Grenville House insurance is in the name of the Directors/Trustees of the Management Committee of Grenville House Outdoor Education Centre and provides the following cover: -

a) Loss arising from standard perils (fire, flood, malicious damage, etc.) to the buildings, furniture and fittings, personal effects of staff and residents (subject to a limited value), small watercraft and activity equipment.

b) Public liability up to £5,000,000 for any one occurrence including activities elsewhere in the United Kingdom (with the full authority of the insured) and in water craft up to 30' LOA and capable of less than 30 knots within 3 miles of the coast.

c) Employer's liability to a sum of £10,000,000.

d) Theft of equipment, furniture and fittings and limited cover for staff and residents.

e) Damage to glass and to stained glass panels.

f) Loss of cash and cheques and misappropriation by staff.

g) Loss of income or increased cost of working due to some other loss, e.g. a fire in Grenville House. Personal accident insurance covering employees is provided through ACE European Group Ltd.

It is important to bear in mind that any insurance cover is only valid for those activities that have been approved by the Management Committee. The Secretary is responsible for interpreting the decisions made by the Management Committee in this respect.

9. PARENTAL/GUARDIAN CONSENT

It is the responsibility of the Group Leader to ensure consent is given for ALL participants in activities provided by Grenville House OEC. U18's must have authorisation from a parent or Guardian whilst adults must self-consent. The Consent for Offsite Activities (SOE3) Form is available from the Local Education Authority for school groups. The Centre provides forms for individuals or a non-organised group i.e. a family, group of friends etc. or where an organisation does not have their own version.
Note*: Participation will not be possible without proof of consent.*

10. IN THE BUILDING AND ON SITE

Outlined below are specific guidelines to be followed whilst at the Centre. They are a combination of statutory regulations, safe practice and the experience of the Centre. Each individual group is free to supplement these with their own specific practices as long as they do not conflict with or replace Centre guidelines.

All visiting Residential groups have exclusive use of the main Building throughout their stay. Non-Resident visitors also have exclusive access to their own reception, toilet and changing rooms.

In the absence of Grenville House representation on site the lead staff of the visiting group are solely responsible for the Centre, especially at the end of the working day. However should the need arise for assistance a member of the management team is always contactable by telephone, after hours.

a) Fire and Emergency Procedures

In order to promote a healthy and safe environment Grenville House Outdoor Education Centre is a **NO SMOKING *SITE*** fully complying with the 'Smokefree' legislation as part of the Health Act 2006. Consequently we reserve the right to insist that anyone found contravening this policy leave immediately.

The alarm system is activated by 'Call Points', heat and smoke sensors. The system, layout and type of extinguishers and fire exits have all been inspected and approved by Devon and Somerset Fire Department. The extinguishers & fire alarm system are maintained under an annual contract. Extinguishers are located throughout the Centre and they must not be moved from these locations or tampered with. Action required in the event of fire are posted throughout the building and detailed on the following pages.

In the absence of Grenville House staff it is the duty of the Group Leader to oversee the Evacuation Procedure as per the training received upon arrival.

Upon arrival all groups receive a thorough briefing on the action to take in the event of fire alarm activation. Any individuals requiring direct assistance are identified and appropriate arrangements made to evacuate those concerned are agreed. Youth groups also take part in a full practice drill during which the groups' lead staff assume the role of Fire wardens. The 'Fire Assembly' point in the event of a fire is adjacent to the chapel and is clearly signed. This area **must** be kept clear of vehicles at all times.

NOTE: Any deliberate interference with the Fire Protection arrangements of the Centre will result in immediate removal from the site.

Aerosols can also activate the alarm and it is requested that they are not brought on site by guests.

FIRE PRECAUTION ARRANGEMENTS

Action on hearing the fire alarm

1. Immediately leave the building by the nearest available fire exit.

2. Do not collect personal belongings.

3. Close any doors and windows if possible.

4. Assemble at the 'Fire Collection Point'

5. Await the all clear given by the Fire Warden or Duty Manager before returning into the building.

Action on a fire being discovered *

1. Close door upon leaving room.

1. Activate the Alarm by the nearest 'Call Point'.

2. Call 999 (if safe to do so)

3. Leave the building via the nearest available fire exit.

* **Note:** Only attempt to tackle any fire if possible with an appropriate extinguisher and without personal risk.

b) Safety in specific areas

Main Gate – Access and egress is generally restricted to arrival and departure times. It is recommended that movement on and off site is via the bottom compound gate at all other times. To minimise unauthorised entry to the car park the gate is kept closed whilst not in use and speed is restricted by a 5mph speed bump.

Car Park – This is in constant use and therefore leaders must ensure that access is limited to necessary movements only, and must not be used as a play area. A 'Zebra Crossing' indicates the preferred route between the main building and the Chapel.

Chapel/Games Room/Indoor Climbing Wall/Picnic-BBQ area - Please ensure that a Leader supervises groups using these areas at all times. The Chapel is kept locked when not in use.

***Note**: The Climbing and Bouldering Walls may only be used during an organised Grenville House Instructor led session.*

High Ropes Course Area - The Low & High Ropes Course wood chipped area is gated and signed as - strictly off limits unless taking part in an authorised activity with Grenville House Staff.

Catering- The Trustees and Management Committee do not hold themselves liable or responsible for any self-catering activities undertaken by guests. ALL self-catering groups must observe the guidelines as set out in the *'Safer Food Better Business'* manual. The 'Opening' and 'Closing' checks must be observed every day. If an outside caterer is used the issue of liability should be raised with them at the time of booking their services.

Kitchen- All children (U18's) must be supervised at all times and the whole area maintained in a clean and tidy state. Gas, electricity, water, hot surfaces, open flames and sharp cutting edges all demand extra caution being taken. All sharp utensils and matches/lighters etc. are to be stored in the specified drawer and padlocked at all times when not in use. A notice giving advice on hygiene is displayed in the kitchen and attention is drawn to the possibility of routine inspections by the Environmental Health Officer. A fire blanket and extinguisher are located in the kitchen.

It is the responsibility of the Group Leader to ensure that the Kitchen is never overcrowded. A

one way system is in operation with doors clearly signed 'IN' and 'OUT' to assist in avoiding collisions and **must** be observed at all times.

Laundry Room/Staff Room - This is the Grenville House staff room and for security reasons **must not** be entered without permission.

The washing and drying machinery is for the sole use of Grenville House staff and may only be used by residents with the express permission of the Centre/Deputy Manager or Housekeeper.

Refuse collection/reclamation - Collection day is ***Thursday***. During the course of the week groups are requested to sort their waste materials into recyclable/non-recyclable items. Guidance notes are provided in the kitchen area.

Dormitory and day rooms - care is required to ensure that hazards are not created by leaving clothing and other gear on the floors (Clothing Crates are provided for under bed storage); that floors in washing and toilet areas are kept dry and that food and drink are not taken upstairs. Personal electrical appliances are not to be used without prior approval from Grenville House staff. All windows are fitted with restrictors where necessary which still allow adequate ventilation when required.

Corridors - are fire escape routes and must be kept clear at all times.

Fire doors – Must be kept closed unless fitted with 'Dorguards'.

Workshop and Equipment Stores – may only be accessed when directed by a member of Grenville House staff.

Drying Room – In order to optimise the efficiency of the drying room items should be rung out by hand and then hung on the hangers provided. All heat sources are to be kept clear at all times.

Backyard/Playground - Children using this area must be supervised by an adult.

Non-Resident Changing Rooms/Reception- These are for the sole use of Non-Resident groups and will be kept secure whilst not in use. All group leaders must ensure that these facilities are respected and left in a satisfactory condition prior to departure.

c) Building, Site and Personal Security

Maintenance of personal, building and site security is of paramount importance.
In order to ensure the security of guests and employees at the Centre, the following procedures need to be observed: -

1) **Visitors** - All visitors are prompted to report to the office upon arrival by signs at the main gate and front entrance. Official visitors to the Centre are asked to report to reception where they **MUST** sign in and out and are issued with a visitor's badge. The Visitors book is monitored from the office.

   A member of staff should challenge anyone unknown to guests/employees and not wearing a visitor's badge and report any concerns to the Centre Manager or Deputy. Young people should be warned against challenging strangers.

   Photographs of all full-time staff at Grenville House are displayed in the entrance lobby.

2) **Personal possessions -** A strong, lockable cabinet is located in staff bedroom 2 to enable groups to lock valuables away. The party leader for the group will hold a key. It is strongly recommended that any valuable items such as 'i-pods', mobile phones etc. are not brought to the Centre.

3) **Main entrance/Rear doors** - Access to the building is via a push button keypad. Guests will be informed of the code upon arrival and these doors should be kept closed at all times. This code is changed on a weekly basis. Remember that they are also fire exits and should not be deadlocked while persons are in the building.

4) **Wetsuit store door / changing room door** - Both of these doors are external doors. They should be kept closed at all times and should not be deadlocked when persons are in the building.

5) **Activity equipment stores / workshops** – All are kept locked when not in use.
All stores are *Out Of Bounds* to guests except when in the presence of a Grenville House employee.

6) **Access to the office** - Access is restricted to Grenville House staff unless upon invitation. The Centre's business telephone line is not available for group use. Access to the photocopier is only available with Grenville House staff consent for which a usage charge will be made.

7) **Access to Dormitories** - is restricted to group members using them. If Grenville House staff require access, visiting staff will be consulted prior to entry where possible, as per the Centre's Child Protection Policy.

8) **Keys** - Group leaders are provided with two sets of keys which include the following: -

A - Main Set

Front Door – Fire Panel, Yale and Deadlock, Chapel, Window lock, Dorm 2 divider, Larder, Visiting Staff Bathroom, Linen Cupboard.

B - Back-up Set

Front Door – Yale and Deadlock, Bottom Compound gate

Note: Keys must be returned to the office before departure

9) **Building Unoccupied** - When the building is unoccupied, all the windows must be locked closed and all external doors deadlocked and bolted. All lights to be turned off.

d) Accidents and Incidents

Details of all accidents, no matter how small, should be reported to a Grenville House staff member. The person responsible for the group/individual must record a brief account of the circumstances in the Accident Book at the time of the occurrence. If an accident is of a more serious nature, it is important that a full written record of events is made as soon as possible in order to meet the requirements of the Health and Safety Executive under "**The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995**". Please note, for Devon County Council groups, additional standard forms are also required.

It is the responsibility of the Centre Manger to ensure that this is done. If an accident is linked to any outdoor activity, it is essential to record full details of the equipment in use and the weather conditions.

First aid facilities are available in the building and on all support craft. All Grenville House instructors are first aid qualified and carry first aid kits whilst on activity sessions.

The local Ambulance Service should be contacted by telephone - 999 for serious accidents on the land and the assistance of Brixham Coastguard should be sought (VHF channel 16) for accidents afloat.

The only person authorised to make a statement concerning an accident to the Press, or other outside agencies, is the Charity Secretary, who will also be responsible, on behalf of the Management Committee, for the production of formal reports.

e) Emergency Action Plan

In the event of a major incident, the following procedure should be followed.

1. Assess the situation.

2. ***Safeguard*** the rest of the party.

3. ***Administe***r first aid as required.

4. ***Contact*** relevant emergency services, with following details:-

- Precise location.
- Nature of incident/accident.
- Time of incident/accident.
- Number of affected parties.
- Nature of any injuries.
- Total number in party.
- Contact number.

5. Contact and inform the Grenville House Duty Manager.

6. Await arrival of emergency services.

7. Return party to Grenville House.

8. Complete incident/accident report.

f) Daily routine

The following routine, which can be altered to suit individual group needs, is suggested: -

0830 Finish breakfast, Tidy rooms and wash up.
Grenville House Staff take over responsibility for Grenville House from group leader.

0930 Meeting to brief groups on details of activities for the morning.
Start morning activity sessions.

1230 Lunch

1330 Meeting to brief groups on details of activities for the afternoon.
Start afternoon activity sessions.

1630 Activities finish. Equipment cleaned and put away.

1700 Responsibility for Grenville House handed over to group leader from Grenville House staff.

g) Domestic Care

The Grenville House residential experience is comprehensive in that it not only enables groups and individuals to access the outdoors but also facilitates personal and social development through living in a shared space. As part of this experience there is the opportunity to appreciate ownership, respect for others and teamwork.

Every group has its own style and methods for achieving these aims and organises their group's domestic and catering rotas accordingly.

It should be the aim of each visiting group to leave as little impact on the fabric of the centre as possible upon departure, leaving the centre as it was upon arrival. In order to assist in achieving this set out below are the domestic needs of the centre both during your stay and prior to departure: -

Daily

1. Clean and dry - toilets, hand basins, showers and shower room floors.

2. Tidy dormitories; empty waste bins and vacuum floors.

3. Clean all dining room surfaces, including the floor, after each meal.

4. Wash up after each meal, clean and disinfect all kitchen surfaces and empty the bins.

Departure Day

1. Sweep, Mop, and Hoover all floors as appropriate.

2. Clean Cooker, Grill, Food warmer, Freezer and Fridges (Self-Catering only).

3. Store all Kitchen equipment in drawers & cupboards as labelled.

4. Empty all rubbish and recycled waste into main bins outside.

5. Place bed linen in the Laundry truck.

6. Tidy all rooms and stack chairs neatly.

7. Ensure all personal property collected, drying room emptied, all windows closed and all lights off on upper floors.

The Duty Manager will accompany Group Leader around the Centre in order to ensure that it has been left in a satisfactory state.

h) Pets/Animals are not allowed on site.

i) Environmental Awareness

In line with our Environmental Sustainability policy all clients are requested to help reduce the Carbon Footprint of GHOEC using the following ways to assist:-

i) Run just enough water for your needs.
ii) Shower only for as long as it takes to wash.
iii) Turn lights off when leaving any room.
iv) Turn radiators down if the room is too hot.
v) Recycle as much as possible.

11. OUTDOOR ACTIVITIES

a) Instructor Qualifications, Standards & Monitoring

All outdoor activities operate to strict guidelines as laid down by the National Governing Bodies (NGB) for each sport, where applicable, and the Adventure Activities Licensing Service.
The minimum qualifications requirements for each activity Instructor are laid out in appendix 1- The Outdoor Activity Matrix. Where applicable a Centre specific 'In-house' Statement of Competence may be issued, in place of an NGB qualification or where the activity is not governed by a formal body, provided that criteria set by the appropriate Technical adviser has been adhered to. In this event an internal training and assessment process is carried out in order to verify competence.
The Centre adopts the minimum standards set by the relevant NGB for each activity. For non-NGB activities the Centre endeavours to emulate the same level of rigour adhering to appropriate standards.
In order to maintain our high standards of provision activity sessions are monitored regularly in two main ways:-

1. **Peer Observation** – The majority of sessions consist of two or more Instructor led activity groups. Consequently this results in the informal monitoring of session standards and their content on a regular basis. Furthermore this enables the full time staff to self-regulate as well as being able to monitor the quality of provision by Freelance staff.

2. **Management Observation** – The Senior management team make both formal and informal session observations which are usually recorded. These observations are made either remotely/discretely or whilst working alongside colleagues.

3. **Continuous Professional Development** – Instructors are required to maintain Coaching and Competency standards in order retain their status as qualified coaches. This is achieved through a variety of routes, many of which will involve sharing views on 'Best Practice':-

i) Coaching forums,

ii) Update modules, supplementary courses or endorsements,
iii) The acquisition of qualifications in a new discipline,
iv) In-House training,
v) Technical adviser review programmes.

Consequently informal feedback is generated on an almost daily basis with respect to standards and content of sessions, coaching methods and development and technical ability. Where it is felt necessary feedback may be carried out in a more formal manner or as part of a staff review.

b) Preparation and briefing

Briefing sessions are held before groups begin activities to ensure that there is a clear understanding of the rudiments of the activity being undertaken, the safety procedures and the planned objectives for the session.

Before starting any activity programmes, two separate checks are also made; first to ensure that instructors have the required qualifications, and second that all participants are clearly identified and listed. Grenville House requires all instructors to be qualified to high standards and the requirements detailed in the 'Outdoor Education, Visits and off-site activities' - Health and Safety Policy for Torbay Council Establishments, 1999 handbook, including supplements, are taken as the minimum acceptable.

Briefings are conducted by the Grenville House staff to cover: -

- Group identification and students names.
- Identification of leaders and instructors.
- Plans and objectives for each activity.
- Present and forecast weather.
- Areas of operation.
- Personal safety and emergency routines.
- Allocation of equipment

Group requirements, safety equipment and hazards, as detailed in the Outdoor Activity Matrix and Risk Assessments, are also addressed at the briefing.

For water based activities the lead instructor will contact Brixham Coastguard by telephone or by VHF channel on 16 with details of any groups operating beyond the harbour limits.

On completion of the programme, Brixham Coastguard will then be advised that groups are off the water.

Any amendments to the time of return must be communicated to both Brixham Coastguard and Grenville House immediately and must be recorded on the Group Movements board.

See incident information in section 6 (j) Communications.

c) Abandonment of Activities

It may be necessary to cancel or to curtail activities at short notice. A decision to do this may result from adverse weather, an adverse forecast, an incident, local conditions or an accident involving one of the groups.

If Grenville House staff make such a decision, all instructions given must be complied with immediately and the staff who made that decision will expect full support from visiting group staff. If required related discussions must wait until everyone concerned is back at Grenville House. It may be that, due to operating conditions, an instruction or advice is received from Brixham Coastguard or the Harbour Master. Both these agencies are concerned with safety at sea and their instructions are to be complied with.

**Refer to section 6 (h) Weather Parameters*

Note: At all times Group Leaders are responsible for their students and consequently have complete authority to end any activity session if they feel it is necessary. If this happens the Instructor(s) present will comply immediately with this decision.

d) Personal Flotation Devices

All members of visiting groups must wear well-fitting buoyancy aids that have been supplied by GHOEC when taking part in activities afloat. The buoyancy aids used comply with the latest requirements of - EN393 (1995) (CE mark). The style of buoyancy aid in use will depend on the activity. For Pico & Wayfarer sailing only buoyancy aids without a collar will be permitted. For teaching in the Yacht & Powered craft an auto-inflation lifejacket must be worn by the Instructor leading the session.

Note: Personal PFDs' may only be used if approved by the Duty Manager.

e) Helmets, Harnesses and Climbing Hardware

All climbing equipment meets the exacting UIAA standards of the British Mountaineering Council. All Caving, Water sports and Cycling Helmets carry the 'CE' mark, and are regularly inspected for wear or damage and repaired or replaced as appropriate.

f) Protective Clothing

Even on a warm day it can be very cold on the water or in exposed locations. Grenville House provides a range of protective clothing, which is appropriate to the activity. Group leaders are responsible for ensuring that both students and accompanying staff are wearing suitable layers underneath. Grenville House staff will give advice on this.

For Pico sailing and Kayaking/Canoeing/Raft Building/Coasteering a swimming costume underneath a wetsuit and waterproof Cagoule is recommended. **Shorts must be worn over Centre wetsuits.** In exceptional circumstances and in larger boats waterproofs over appropriate clothing is acceptable. The wearing of waterproof clothing is a considerable defence against

wind chill, particularly in wet conditions. The problems of hypothermia must be borne in mind at all times (even on a sunny day) and Instructors/group leaders must be vigilant for any signs of this. Also, there is a constant prospect of sunburn. The use of sun block creams is highly recommended.

Some form of protective hat is a sensible protection in summer. The reflection of the sun from the water can also be harmful and sunglasses are recommended where practical to wear.

Appropriate footwear **must** be worn on all GHOEC instructor led activities.

g) Group Organisation, Size and Control

Group control – As stated in the 'Health and Safety of Pupils on Educational Visits' good practice guide 1998 produced by the Department for Education and Skills it must be stressed that;

'The group leader and teachers retain ultimate responsibility for pupils at all times during adventure activities, even when the group is under instruction of the provider's staff. The provider is responsible for the safe running of an activity.'

Group leaders are asked to arrange their groups into units of 6 students and 1 staff member. This allows a degree of flexibility and arranges students into convenient numbers for all activities.

The numbers accommodated on some activities can be increased in certain circumstances under the direction of the Centre Manager or Duty Manager.

The number of crew for each type of water craft are based on these being children. The numbers for heavier crews may be adjusted according to the type of craft.

h) Operating Areas

i) Orienteering and Coast Path Walking- Walks are undertaken on the SW Coast path in the general Berry Head area and beyond towards Dartmouth or on the Paignton side of Brixham. The coastal footpath is a well sign-posted public footpath. **Orienteering** will normally take place at Berry Head where a variety of courses are available. Hand-held 'Walkie-Talkies' are used by all Instructors/Accompanying Staff on Berry Head to enable communication with each other at all times.

ii) Moorland Walking/Cycling - All **Walking/Cycling** activities on Dartmoor are led on either pre-set routes or a specific route chosen by an appropriately qualified instructor to suit the weather, and specific groups needs or aims for the activity. **Cycling** also takes place on the 'Plym trail' and at 'Haldon Forest'.

iii) Sailing and Power boating-

'Nominated Point of Departure Code of Practice'

Under the Nominated Point of Departure Code of Practice Grenville House is exempt from the MCA Code of Practice as a recognised RYA Teaching establishment provided:-

1. Boats stay within a three mile radius of the boundary of category waters A, B, C or D and not further than three miles from land.

2. Boats used are only at one site.

3. The Centre complies with all the conditions of RYA recognition.

In Un-categorised water e.g. Torbay, boats must not exceed a boundary of a three nautical mile radius from:

1. Grenville House slipway (Brixham)

2. Town Slipway (Torquay).

Water based activities are usually undertaken in specific areas which will normally be to the west of a line from Shoalstone to Thatcher Rock. The choice of area reflects the type of craft in use, the experience of the group and the prevailing weather conditions. The Centre Manager is authorised to give approval for individual craft to be used more generally. Approval for craft to be used outside these limits may only be authorised by the Centre Manager. **No** Sailing or Power boating activity may take place outside nominated point of departure limits. Sailing exercises must not take place in the area of Brixham Marina or adjacent to the wave screen or fuel bunker berths.

When craft are being sailed or towed out of Brixham Harbour they should keep out of the main fairway unless crossing it when a course at right angles to the fairway is to be maintained. If it becomes essential to use the fairway, craft must keep to the right and to the outside of the channel.

There is a speed limit of **5 knots** in the harbour and in all areas to landward of the 5-knot channel.

There are particular rules that apply concerning the access to the slipway via Brixham Marina which are: -

No entry to the Marina for any Grenville House craft other than the Colvic and safety boats when leaving and returning to their berths and for general access to the slipway.

No use of the events pontoon other than at very low springs when access to the slipway is not possible. The end section of the pontoon by the bridge may then be used but the prior agreement of the Marina Manager must be obtained.

No one must land on or tie up to the wave screen.

During lunch times Wayfarers and Toppers can be anchored **if supervised** or secured to a buoy, the location to be determined by the instructor in charge and with regard to weather conditions and the need to ensure that no navigational hindrance occurs. Sails must be folded neatly and secured. The safety boat will ferry in the crews to shore.

NOTE: The manufacturers recommended maximum crew for the safety boats must not be exceeded and are as stated below:-

5.4m Avon Searider = 10 persons 4.7m Avon Searider = 8 persons
4.0m Avon Searider = 6 persons

iv) Canoeing, Kayaking, & Stand Up Paddleboarding -

Particular rules apply to ***Paddlers*** due to their vulnerability from large craft.

1) They must keep out of the Marina at all times and their exit routes from the slipway are: -

a) Alongside the wall and under the bridge of the events pontoon.

b) Turn right from the slipway and alongside the wall to the breakwater pool.

2) The lifeboat during its emergency operations uses the fairway between the breakwater and Marina and therefore the central area should be avoided as much as possible to prevent impedance.

3) Crossing the main fairway can only be done between the central port and starboard marker

buoys No.3 and No.4. A direct route must be taken and time spent within the fairway kept to a minimum.

4) Operation outside of Brixham Harbour - A VHF radio must be carried by the instructor and regular communication maintained on Channel 43a (Grenville House Private Channel) and 16.

v) Coasteering

Two sites with specific limits of operation are used for Coasteering: - Brixham (Breakwater Beach to Berry Head Quay) and Great Mattiscombe Sand (Limpet Cove to Ravens' Cove). Communication is carried out via mobile phone and VHF radio.

I) Weather Parameters

The Centre Manager and/or the Duty Manager consider a number of factors when reviewing the content of the daily programme.

All activities take place based upon a combination of:-

1. The Met Office Shipping forecast, Inshore Forecast, the prevailing weather conditions
2. The nature of the group, activity, and operating area
3. The experience/qualifications/local knowledge of the relevant Instructor

Where required an appropriately qualified and suitably experienced Instructor, with local knowledge, as laid down by the relevant National Governing body, must always be available to assist with this process.

The Centre Manager or Duty Manager will rearrange the activity programme where necessary, or organise an appropriate alternative.

A Met Office forecast of 'Gale force 8 or above imminent' will result in the immediate cancellation or cessation of all sailing activities.

j) Safety equipment & Specific Considerations

All water based craft carry safety equipment, as recommended by the RYA and BCU, that is appropriate to their use and normal area of operation and it is essential that, before extending the area of operation, the safety equipment on board is reviewed. Group leaders must not allow anyone to tamper with this equipment which must be in first class working order at all times.

The RYA Safety Boats carry a full range of equipment, which includes: -

95% fuel on leaving harbour.	First aid kit. (carried by the instructor)
Orange survival bags	Tools and spares.
Distress and warning flares.	VHF radio.
Engine kill cord fitted and in use.	Knife and whistle.
Anchor and chain.	2 x Paddles.
Towing bridle	2 x safety lines. (throw and tow)
Pump.	Spare Kill Cord

The safety boat coxswain is to be qualified to minimum RYA Safety boat, unless an RYA Dinghy instructor in at least one Wayfarer has RYA Safety Boat certificate, in this case RYA L2 Coastal is suitable.

Specific safety considerations: -

1) **Abseiling, Climbing**, **High Ropes and Low Ropes.**

- A safety rope must be used in all abseiling situations.

- Only single pitch climbs are to be used. 10.5/11 mm ropes to be used for lifelines. 10mm ropes are used for 'Leap of Faith' due to excess friction in the system.

- ***Helmets*** must always be worn by active participants at the Climb/Abseiling sites including Instructional staff. Removal of helmets is permissible when appropriate and safe to do so at the discretion of the Instructor in charge of the session.

- ***Harnesses*** must be checked immediately prior to abseiling or climbing or High Ropes to ensure security. Chest harnesses must be used for High Ropes and Abseiling.

NOTE: The Climbing/Bouldering Wall, Low and High Ropes Course are hard hat areas. Anyone standing on the Chapel stage and beyond or in the gated wood chipped areas must wear a helmet at all times.

2) **Cave Rescue call out procedures** – the following details are to be held at Grenville House and/or put in the charge of an informed person who can initiate a call out if required : -

i) Name of group and individuals in it.
ii) Size of group (including staff and instructors).
iii) Estimated time to leave cave.
iv) Call out time (allow 1 hour for overdue groups).

Call out procedure is: -

i) Dial 999 - ask for Cave Rescue.
ii) Give details of group.
iii) Wait by telephone for further instructions.

3) **Coastal Path/Moorland Walks/Cycling-**

i) A recall procedure which is fully understood by the group must be in operation.

ii) Routes used must take account of rights of way and access arrangements.

iii) Follow the Country Code at all times.

iv) Emergency contingencies must be built into the planning of the activity.

v) Staff must ensure that pavements are used correctly and that the Highway Code is complied with. Groups should not be allowed to spread out and must be controlled from the front and rear.

vi) Children must be made aware of the potential dangers from 'strangers'.

vii) Beware of unstable cliffs, steep and slippery paths, rough seas, and narrow lanes.

4) **Moorland Walks** led by GHOEC 'Statement of Competence' staff working with more than

two groups must be accompanied by an assistant competent to lead the group to safety if required.

5) **Problem Solving/Team Building-** No formal qualifications are needed except in situations where technical skills are required i.e. Rope work / water based work, whereupon staff qualifications must conform to the same criteria as defined for other activities.

i) Rope work - Where activities involve rope work i.e. abseiling/tension traversing, safety equipment e.g. helmets and harnesses must be worn at all times.

ii) Water work - Safety equipment relevant to the activity must be worn at all times e.g. buoyancy aids, helmets, protective clothing.

iii) All activities must take place at low level i.e. a maximum of 2 feet off the ground, except where protection is offered as per item 1) above.

iv) Particular attention should be paid to the nature of the ground on which the activity takes place. Avoid hard surfaces i.e. concrete, tarmac, wherever a risk of falling occurs.

v) Equipment placed 'on location' must be attended at all times to avoid loss through theft, tampering or injury to third parties.

vi) Groups involved in navigation between locations must be either accompanied by staff or 'shadowed' depending on age/ability.

vii) Ready access to first aid facilities/transport must be built in to the exercise if off-site.

viii) Emergency contingencies must be built into the planning of the activity.

ix) All equipment must be checked before use for signs of wear and a record kept of the age and usage of all equipment.

x) It is the responsibility of the instructor to ensure that all equipment is returned to store after use in a clean condition.

6) **Kayaking, Canoeing, Stand Up Paddleboarding and Raft Building.**

- ***Helmets*** must be worn by all active participants***** on non- journeying Kayak, Canoe, Stand Up Paddleboarding or Raft building sessions. This includes Adults, and Instructional Staff.
- For Canoe, Kayak and Stand Up Paddleboarding sessions groups comprising only adults may be given the option not to wear a helmet if it is felt appropriate by the Instructor in charge of the session.

***** Exceptions may occur when: -

i) Open Canoe journeying on the Sea & River Dart (below Totnes)

ii) (Sea) Kayak & Stand Up Paddleboarding Journeying, when helmets may be carried for use in and around shallows or rocks.

7) Cycling.

i) Helmets must be worn whilst cycling.

ii) An Adult is placed at the front and rear of the group when on roads or in close proximity to vehicles.

iii) Cycling does not take place during the hours of darkness.

8) Coasteering and Stand Up Paddleboarding.

The depth of water dictates the nature of the activity at all times and the monitoring of participants for signs of hypothermia is a constant requirement at all times of year. The latter being addressed generally by the wearing of winter wetsuits and or a cagoule.

k) Communications

Whilst on the water, the normal method of communication is by voice, whistle, visual or VHF radio. Instruction on the use of the radios is given prior to their use and, unless the users have a VHF operator's certificate, the instructions given must be strictly adhered to. **For general communication with Grenville House the channel used is 43a**. For communication with the Coastguard and other craft, channel 16 is used and users should also be able to change channels to normal working frequencies.

A non-routine incident on the water must be reported to the Coastguard on VHF channel 16; clearly stating whether or not assistance is required. Remember - members of the public will report what they see happening and if the Coastguards have no other information, they might launch the lifeboat to a reported incident.

For attracting the attention of those in small craft, audible/visual signals may be used. These are: -

a) One blast on a whistle - look at safety boat, Hand on head - Come to me.

b) Arms above head forming a triangle – Return to base.

If communications break down, craft should return to the safety craft or to Grenville House for verbal instructions.

For all land based activities mobile phones or public telephones are used to contact the centre.

12. ADULT GROUPS/SPECIALIST COURSES

Where activities are provided for adult groups, particularly with non-novice groups or groups working towards National Governing Body (NGB) certificates, the minimum guidelines set by the relevant NGB may be observed where applicable. This would be at the discretion of the Centre Manager.

13. TRANSPORT

Driving a minibus requires additional skills in order to be able to handle the vehicle safely. The weight and the size of the vehicle are greater than a car. In addition the driver takes on the responsibility for the safety of passengers. In order to minimise the risk of accidents occurring whilst transporting passengers a Code of Practice has been written which must be observed by all individuals driving for or on behalf of Grenville House Outdoor Education Centre.

This code of practice applies to all minibuses owned or hired by Grenville House.

All passengers **must** wear seatbelts whilst in transit with refusal resulting in anyone doing so being ejected from the vehicle.

The Centre minibus has a third emergency exit behind the driver's seat on the off-side which enables the towing of trailers whilst there are passengers on board.

All speed restrictions must be complied with at all times.

Approval of all drivers is only given by the Centre Manager after reading the Centre Code of Practice and providing they have a full driving licence. It is preferred that they must also have passed the Devon County Council Minibus test or hold a PCV licence.

Exemptions can be made under the centres' 'Section 19' permit issued through Torbay Council for individuals who have experience of driving minibuses and have D1 category on their driving licence. In these circumstances newly authorised drivers will be given a practical in-house assessment if felt necessary by the Centre Manager.

Mobile phones may only be used by the driver when the engine is switched off.

The Minibus is also covered by the Smoke Free policy and is consequently a 'No Smoking' area.

The 'Code of Practice for the Safe Use of Minibuses' is held in the office at Grenville House.

ACTIVITY MATRIX - WATER

Activity	Operating Area	Instructor: Pupil Ratio	Instructor Qualifications	Instructor Equipment	Pupil Equipment	Session Equipment
Power boating	Torbay* * See 'Nominated Point of Departure Code of Practice'	1:3 Plus 1 adult leader	RYA Powerboat Instructor (Coastal)	Auto-Inflation Lifejacket Knife Whistle VHF First Aid Kit Exposure Bag or Group Shelter Hot / Cold drink	Helmet Buoyancy Aid Waterproofs Suitable footwear	Safety Boat equipped with:- 95% Fuel min. Spare 5ltr f fuel Tools/spares Flares:- 2 Red Hand, 2 Orange Hand smokes, 2 x Kill cord Anchor and chain 2 x paddles Towing bridle 2 x safety lines- (throw and tow) pump .
Kayaking/Sit-on kayaks	**1.** Brixham Harbour	1:6 Plus 1 adult leader	BCU L2 Kayak Coach or BCU L2 Canoe Coach plus 3* Kayak or UKCC L1 Coach	Buoyancy Aid Knife Whistle VHF Towing system First Aid Kit Exposure Bag or Group Shelter Paddle Hot / Cold drink	Helmet Buoyancy Aid Paddle Wetsuit shorts Cagoule Suitable footwear	Kayak with 2 x end loops, footrest, Internal buoyancy plus extra buoyancy in rear. Sit-on top kayak with secure storage hatches.

Activity	Operating Area	Instructor: Pupil Ratio	Instructor Qualifications	Instructor Equipment	Pupil Equipment	Session Equipment
Kayaking/Sit-on kayaks continued	**2.** Torbay (Restricted to i) Shoalstone Pool ii) Elberry Cove)	1:6 Plus 1 adult leader	BCU L2 Kayak Coach plus GHOEC 'Statement of Competence'	As above plus Split Paddles	As above	As above
	3. R. Dart (Sharpham only – Totnes to Dittisham) & R. Avon (Aveton Gifford to Bantham)	1:6 Plus 1 adult leader	BCU L2 Coach plus GHOEC 'Statement of Competence'	As above plus 15m throw bag	As above	As above
	4. R. Dart (Buckfast to Totnes)	1:6 Plus 1 adult leader	BCU L3 Inland Kayak Coach	As above	As above	

Activity	Operating Area	Instructor: Pupil Ratio	Instructor Qualifications	Instructor Equipment	Pupil Equipment	Session Equipment
Canoeing	**1.** Brixham Harbour	1:6 Plus 1 adult leader	BCU L2 Canoe Coach or BCU L2 Kayak Coach plus 3* Canoe	Buoyancy Aid Knife Whistle VHF Towing system First Aid Kit Exposure Bag or Group Shelter Paddle 1 x Spare Paddle Hot / Cold drink	Helmet Buoyancy Aid Paddle Wetsuit shorts Cagoule Suitable footwear Note: Suitable clothing can be worn under waterproof jacket and trousers.	Canoe with 2 x painters 1 x rafting line & bailer As above
	2. Torbay (Restricted to i) Shoalstone Pool ii) Elberry Cove)	1:6 Plus 1 adult leader	BCU L2 Canoe Coach plus GHOEC 'Statement of Competence'	As above	As above	As above
	3. R. Dart (Sharpham only – Totnes to Dittisham) & R. Avon (Aveton Gifford to Bantham)	1:6 Plus 1 adult leader	BCU L2 Coach plus GHOEC 'Statement of Competence'	*As above *Except Helmets	As above	As above
	4. R. Dart (Buckfast to Totnes)		BCU L3 Canoe Coach	As above	As above	As above

Activity	Operating Area	Instructor: Pupil Ratio	Instructor Qualifications	Instructor Equipment	Pupil Equipment	Session Equipment
Topper / Pico Sailing	Torbay *	1:6 Plus 1 adult leader *Note: 1 Safety Boat: 6 Dinghies 2 Safety Boats: 15 Dinghies	RYA Dinghy Instructor (Coastal) plus RYA Safety Boat Certificate.	Buoyancy Aid Knife Whistle VHF First Aid Kit Exposure Bag or Group Shelter Hot / Cold drink	Helmet Buoyancy Aid Wetsuit shorts Cagoule Suitable footwear.	Safety Boat equipped with:- 95% Fuel min. Spare 5ltr f fuel Tools/spares Flares:- 2 Red Hand, 2 Orange Hand smokes, 2 x Kill cord Anchor and chain 2 x paddles Towing bridle 2 x safety lines- (throw and tow) pump
Wayfarer Sailing	Torbay* * See 'Nominated Point of Departure Code of Practice'	1: 3 / Dinghy Plus 1 adult leader. Plus 1 x RYA Senior Instructor + 1 x adult leader in the safety boat *See Topper/Pico sailing	RYA Dinghy Instructor (Coastal) plus RYA Safety Boat Certificate.	Buoyancy Aid Knife Whistle VHF First Aid Kit Exposure Bag or Group Shelter Hot / Cold drink	Helmet Buoyancy Aid Wetsuit shorts Cagoule Suitable footwear	Safety Boat (See Topper/Pico for ancillary equipment.)

Activity	Operating Area	Instructor: Pupil Ratio	Instructor Qualifications	Instructor Equipment	Pupil Equipment	Session Equipment
Stand Up Paddleboarding	**1.** Brixham Harbour	1:6 Plus 1 adult leader	BCU L2 Kayak Coach or BCU L2 Canoe Coach or UKCC L1 Coach With BCU SUP endorsement Update Or BSUPA Level1 Coach	Buoyancy Aid Knife Whistle VHF Towing system First Aid Kit Exposure Bag or Group Shelter Paddle Hot / Cold drink	Helmet Buoyancy Aid Paddle Wetsuit shorts Cagoule Suitable footwear	SUP with coiled leash
	2. Torbay (Restricted to i) Shoalstone Pool ii) Elberry Cove)		As above plus GHOEC 'Statement of Competence'	As above	As above	

Activity	Operating Area	Instructor: Pupil Ratio	Instructor Qualifications	Instructor Equipment	Pupil Equipment	Session Equipment
Yachting	Torbay* *See 'Nominated Point of Departure Code of Practice'	1:6 Plus 1 adult leader for intro sessions 1:5 On RYA courses	RYA Day skipper Practical or RYA Keelboat Instructor (Coastal)	Auto-Inflation Lifejacket Knife Whistle VHF First Aid Kit Exposure Bag or Group Shelter Hot / Cold drink	Buoyancy Aid Waterproofs Suitable footwear	Yachts ancillary equipment. Danbuoy with flag 2 Red Hand flares, 2 Orange Hand smokes, 2 x Horseshoe life-rings Anchor and chain Fire extinguisher- 1kg Dry Powder Chart Compass Air Horn
Raft Building	Brixham Inner Harbour	1:6 Plus 1 adult leader.	RYA Powerboat Level 2 plus GHOEC 'Statement of Competence'	Buoyancy Aid Knife Whistle VHF Throw-bag First Aid Kit Exposure Bag or Group Shelter Hot / Cold drink	Helmet Buoyancy Aid Paddle Wetsuit shorts Cagoule Suitable footwear	Safety Boat.
Coasteering	Brixham (Breakwater Beach to Berry Head Quay) Great Mattiscombe Sands (Limpet Cove to Ravens' Cove)	1:6 1:6	GHOEC 'Statement of Competence' GHOEC 'Statement of Competence'	Buoyancy Aid Watch Knife Whistle Mobile phone VHF First Aid Kit Exposure Bag or Group Shelter Hot / Cold drink	Helmet Buoyancy Aid Wetsuit shorts Cagoule Suitable footwear.	Throw line Torpedo Buoy

ACTIVITY MATRIX - LAND

Activity	Operating Area	Instructor: Pupil Ratio	Instructor Qualifications	Instructor Equipment	Pupil Equipment	Session Equipment
Abseiling	**1.** Berry Head Quarry or Off-site Venues	1:6 Plus 1 adult leader	MLTB Single Pitch Supervisor Award	Helmet Harness Knife Whistle First Aid Kit Exposure Bag or Group Shelter Hot / Cold drink mobile phone	Waterproofs Sturdy Boots/Trainers Helmet Harness 1 Karabiner/Figure of '8'	50m Static rope 50m Dynamic rope Belay device Belay anchor ropes 1x Shunt 2 x Ascenders Assorted Karabiners/slings
Caving	**1.** **Pridhamsleigh Cavern** **2.** **Bakers Pit**	1:6 Plus 1 adult leader 1:6 Plus 1 adult leader	NCLA Level 1 Trained plus GHOEC 'Statement of Competence' As above	Helmet FX 3 Battery Spare FX 2 battery Belt Cave Suit Wellingtons First aid kit Exposure bag Hot/cold drink mobile phone As above Plus 2 x Cows tails	Helmet FX 2 Battery Belt Cave Suit Wellingtons As above Plus 2 x Cows tails	**Bakers' Pit** 'Ladder Access Kit' = 2 x Karabiners 4 x Pulleys 1 x Ascender 1 x static Rope 2 x Slings

Activity	Operating Area	Instructor: Pupil Ratio	Instructor Qualifications	Instructor Equipment	Pupil Equipment	Session Equipment
Climbing	**1.** Dewerstone, Hay Tor, Hound Tor Sheep's Tor etc.	1:6 Plus 1 adult leader	MLTB Single Pitch Supervisor Award	Helmet Harness Knife Whistle First Aid Kit Exposure Bag or Group Shelter Hot / Cold drink mobile phone	Waterproofs Sturdy Boots/Trainers Helmet Harness	50m Static rope 50m Dynamic rope Belay device Belay anchor ropes 1x Shunt 2 x Ascenders Assorted Karabiners/slings & quickdraws 1 x Climbing Rack (Wall nuts 1-12)
Climbing continued	**2.** GHOEC Indoor Climbing Wall	1:6 Plus 1 adult leader	Devon County Climbing Wall Supervisor	Helmet Harness 1st Aid Kit	Helmet Harness Trainers	**Per pitch:** 1 x HMS & 2 x Screw gate karabiners 1 x 15m or 20m low stretch rope

Activity	Operating Area	Instructor: Pupil Ratio	Instructor Qualifications	Instructor Equipment	Pupil Equipment	Session Equipment
Cycling	**1. Plym Trail etc.**	1:6 Plus 1 adult leader	GHOEC 'Statement of Competence'	Helmet Rucksack First Aid Kit Map Pre-set route card Compass Group Shelter First Aid Kit Trangia Fuel Bottle Whistle Mobile Phone Hot/Cold drink Emergency food Spare clothes	Helmet Waterproofs Sturdy Boots/Trainers Hat/ gloves Warm layers drink food	Puncture repair kit Spare inner tube **Tool kit-** spanners Allen keys
High Ropes Course	**Grenville House**	1:6 Plus 1 adult leader	GHOEC 'Statement of Competence'	Helmet Climbing Harness Chest Harness	Helmet Climbing Harness Chest Harness	**Per Belay** – 25m low stretch rope 2 Alloy screwgate karabiners 1 HMS karabiner* 1 gri-gri ***Mid section.** Petzl Kador 3-way karabiner Block and tackle Ladder **Safety Kit** - 'Ladsaf' braking device 2 steel screwgate Karabiners, Cows-tail

Activity	Operating Area	Instructor: Pupil Ratio	Instructor Qualifications	Instructor Equipment	Pupil Equipment	Session Equipment
Low Ropes Course	Grenville House	1:18 Plus 2 adult leaders	GHOEC 'Statement of Competence'	First Aid Kit	Helmet Long trousers Suitable footwear i.e. Trainers or walking boots.	Assorted rope elements.
Moorland Walking	**1.** Pre-set Routes	1:18 Plus 2 adult leaders	GHOEC 'Statement of Competence'	Rucksack First Aid Kit Pre-set route card Map & Compass Group Shelter First Aid Kit Trangia Fuel Bottle Whistle Mobile Phone Hot/Cold drink Emergency food Spare clothes	Waterproofs Sturdy Boots/Trainers Hat/ gloves Warm layers drink food	
	2. Dartmoor	1:18 Plus 2 adult leaders	MLTB Walking Group Leader or Summer Assessed	As above	As above	
Coastal Path Walking	Devon Coast Path	1:18 Plus 2 adult leaders	GHOEC 'Statement of Competence'	Rucksack First Aid Kit Map, Compass Group Shelter First Aid Kit Trangia Fuel Bottle Whistle Mobile Phone Hot/Cold drink Emergency food Spare clothes	Waterproofs Sturdy Boots/Trainers Hat/ gloves Warm layers drink food	

Activity	Operating Area	Instructor: Pupil Ratio	Instructor Qualifications	Instructor Equipment	Pupil Equipment	Session Equipment
Orienteering	**1.** Berry Head	1:18 Plus 3 adult leaders	GHOEC 'Statement of Competence'	First Aid Kit Map Compass Group Shelter First Aid Kit Whistle Mobile Phone Hot/Cold drink	Waterproofs Sturdy Boots/Trainers Hat/ gloves Warm layers drink food Orienteering Map Control Point card	
	2. Dartmoor	1:18 Plus 2 adult leaders	MLTB Walking Group Leader or Summer Assessed	As above	As above	
Problem Solving	**1.** Grenville House	1:18 Plus 2 adult leaders	GHOEC 'Statement of Competence'	First Aid Kit	Waterproofs Sturdy Boots/Trainers Appropriate clothing	Standard Set up. (See lesson Plan)
	2. Berry Head	As above	As above	mobile phone	Hot/Cold drink	